



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, DC 20590

APR - 9 2009

CERTIFIED MAIL
RETURN RECEIPT REQUESTED

Mr. Kent Reeves
Technical Compliance and Quality Engineering
Mitsubishi Motors North America, Inc.
6400 Katella Avenue
Cypress, CA 90630-5208

NVS-212 cag
EA08-011

Dear Mr. Reeves:

As you are aware, the Office of Defects Investigation (ODI) of the National Highway Traffic Safety Administration (NHTSA) has an open Engineering Analysis (EA08-011) to investigate allegations of a fire in the front passenger door in Model Year (MY) 2001-2003 Mitsubishi Galant vehicles manufactured by Mitsubishi Motors North America, Inc. (Mitsubishi). ODI requests supplemental information not previously submitted in Mitsubishi's November 6, 2008, submission to the agency.

Unless otherwise stated in the text, the following definitions apply to these information requests:

- **Subject vehicles:** All MY 2001-2003 Mitsubishi Galant vehicles equipped with power windows and/or power door locks, manufactured for sale or lease in the United States.
- **Subject component(s):** The front doors, power window switches, and door locking mechanisms, including, but not limited to, the wiring, devices, connectors, controls, and associated fuses.
- **Mitsubishi:** Mitsubishi Motors North America, Inc., all of its past and present officers and employees, whether assigned to its principal offices or any of its field or other locations, including all of its divisions, subsidiaries (whether or not incorporated) and affiliated enterprises and all of their headquarters, regional, zone and other offices and their employees, and all agents, contractors, consultants, attorneys and law firms and other persons engaged directly or indirectly (e.g., employee of a consultant) by or under the control of Mitsubishi (including all business units and persons previously referred to), who are or, in or after 1996, were involved in any way with any of the following related to the alleged defect in the subject vehicles:



- a. Design, engineering, analysis, modification or production (e.g. quality control);
 - b. Testing, assessment or evaluation;
 - c. Consideration, or recognition of potential or actual defects, reporting, record-keeping and information management, (e.g., complaints, field reports, warranty information, part sales), analysis, claims, or lawsuits; or
 - d. Communication to, from or intended for zone representatives, fleets, dealers, or other field locations, including but not limited to people who have the capacity to obtain information from dealers.
- **Alleged defect:** A fire originating in the front door(s). For the purposes of this Information Request “fire” has the same meaning as defined in 49 CFR Part 579.4.
 - **Document:** “Document(s)” is used in the broadest sense of the word and shall mean all original written, printed, typed, recorded, or graphic matter whatsoever, however produced or reproduced, of every kind, nature, and description, and all non-identical copies of both sides thereof, including, but not limited to, papers, letters, memoranda, correspondence, communications, electronic mail (e-mail) messages (existing in hard copy and/or in electronic storage), faxes, mailgrams, telegrams, cables, telex messages, notes, annotations, working papers, drafts, minutes, records, audio and video recordings, data, databases, other information bases, summaries, charts, tables, graphics, other visual displays, photographs, statements, interviews, opinions, reports, newspaper articles, studies, analyses, evaluations, interpretations, contracts, agreements, jottings, agendas, bulletins, notices, announcements, instructions, blueprints, drawings, as-builts, changes, manuals, publications, work schedules, journals, statistical data, desk, portable and computer calendars, appointment books, diaries, travel reports, lists, tabulations, computer printouts, data processing program libraries, data processing inputs and outputs, microfilms, microfiches, statements for services, resolutions, financial statements, governmental records, business records, personnel records, work orders, pleadings, discovery in any form, affidavits, motions, responses to discovery, all transcripts, administrative filings and all mechanical, magnetic, photographic and electronic records or recordings of any kind, including any storage media associated with computers, including, but not limited to, information on hard drives, floppy disks, backup tapes, and zip drives, electronic communications, including but not limited to, the Internet and shall include any drafts or revisions pertaining to any of the foregoing, all other things similar to any of the foregoing, however denominated by Mitsubishi, any other data compilations from which information can be obtained, translated if necessary, into a usable form and any other documents. For purposes of this request, any document which contains any note, comment, addition, deletion, insertion, annotation, or otherwise comprises a non-identical copy of another document shall be treated as a separate document subject to production. In all cases where original and any non-identical copies are not available, “document(s)” also means any identical copies of the original and all non-identical copies thereof. Any document, record, graph, chart, film or photograph originally produced in color must be provided in color. Furnish all documents whether verified by Mitsubishi or not. If a document is not in the English language, provide both the original document and an English translation of the document.

- **Other Terms:** To the extent that they are used in these information requests, the terms “claim,” “consumer complaint,” “dealer field report,” “field report,” “fire,” “fleet,” “good will,” “make,” “model,” “model year,” “notice,” “property damage,” “property damage claim,” “rollover,” “type,” “warranty,” “warranty adjustment,” and “warranty claim,” whether used in singular or in plural form, have the same meaning as found in 49 CFR 579.4.

In order for my staff to evaluate the alleged defect, certain information is required. Pursuant to 49 U.S.C. § 30166, please provide numbered responses to the following information requests. Insofar as Mitsubishi has previously provided a document to ODI, Mitsubishi may produce it again or identify the document, the document submission to ODI in which it was included and the precise location in that submission where the document is located. When documents are produced, the documents shall be produced in an identified, organized manner that corresponds with the organization of this information request letter (including all individual requests and subparts). When documents are produced and the documents would not, standing alone, be self-explanatory, the production of documents shall be supplemented and accompanied by explanation.

Please repeat the applicable request verbatim above each response. After Mitsubishi’s response to each request, identify the source of the information and indicate the last date the information was gathered.

1. State the number of each of the following, received by Mitsubishi, or of which Mitsubishi is otherwise aware, which relate to, or may relate to, the alleged defect in the subject vehicles and not previously supplied in Mitsubishi’s November 6, 2008, submission:
 - a. Consumer complaints, including those from fleet operators;
 - b. Field reports, including dealer field reports;
 - c. Police and Fire Department reports;
 - d. Reports involving a crash, injury, or fatality, based on claims against the manufacturer involving a death or injury, notices received by the manufacturer alleging or proving that a death or injury was caused by a possible defect in a subject vehicle, property damage claims, consumer complaints, or field reports;
 - e. Reports involving a fire, based on claims against the manufacturer involving a death or injury, notices received by the manufacturer alleging or proving that a death or injury was caused by a possible defect in a subject vehicle, property damage claims, consumer complaints, or field reports;
 - f. Property damage claims;
 - g. Third-party arbitration proceedings where Mitsubishi is or was a party to the arbitration; and
 - h. Lawsuits, both pending and closed, in which Mitsubishi is or was a defendant or codefendant.

For subparts “a” through “f,” state the total number of each item (e.g., consumer complaints, field reports, police reports, etc.) separately. Multiple incidents involving the same vehicle are to be counted separately. Multiple reports of the same incident are also to be counted

separately (i.e., a consumer complaint and a field report involving the same incident in which a crash occurred are to be counted as a crash report, a field report and a consumer complaint).

In addition, for items "c" through "h," provide a summary description of the alleged problem and causal and contributing factors and Mitsubishi's assessment of the problem, with a summary of the significant underlying facts and evidence. For items "d" through "h," identify the parties to the action, as well as the caption, court, docket number, and date on which the complaint or other document initiating the action was filed.

2. Separately, for each item (complaint, report, claim, notice, or matter) within the scope of your response to Request No. 1, state the following information:
 - a. Mitsubishi's file number or other identifier used;
 - b. The category of the item, as identified in Request No. 1 (i.e., consumer complaint, field report, etc.);
 - c. Vehicle owner or fleet name (and fleet contact person), address, and telephone number;
 - d. Vehicle's VIN;
 - e. Vehicle's make, model and model year;
 - f. Vehicle's date of manufacture;
 - g. Vehicle's mileage at time of incident;
 - h. Incident date;
 - i. Whether the incident occurred to the passenger side or driver side of the vehicle;
 - j. Report or claim date;
 - k. Whether a crash is alleged;
 - l. Whether a fire is alleged;
 - m. Whether liquid intrusion is alleged;
 - n. Whether property damage is alleged;
 - o. Whether the vehicle was being driven or was parked at the time of the incident;
 - p. Number of alleged injuries, if any;
 - q. Type and/or location of the injury (i.e. cuts/abrasions to the arms, legs, etc.), if any; and
 - r. Number of alleged fatalities, if any.

Provide this information in Microsoft Access 2000, or a compatible format, entitled "**NEW COMPLAINTS DATA.**"

3. Produce copies of all documents related to each item within the scope of Request No. 2. Organize the documents separately by category (i.e., consumer complaints, field reports, etc.) and describe the method Mitsubishi used for organizing the documents.
4. State, by model and model year, a total count for all of the following categories of claims, collectively, that have been paid by Mitsubishi to date that relate to, or may relate to, the alleged defect in the subject vehicles, and not previously supplied in Mitsubishi's November 6, 2008 submission: warranty claims; extended warranty claims; claims for good will services that were provided; field, zone, or similar adjustments and reimbursements; and warranty claims or repairs made in accordance with a procedure specified in a technical service bulletin or customer satisfaction campaign.

Separately, for each such claim, state the following information:

- a. Mitsubishi's claim number;
- b. Vehicle owner or fleet name (and fleet contact person) and telephone number;
- c. Vehicle's VIN;
- d. Vehicle's make, model and model year;
- e. Vehicle date of manufacturer;
- f. Repair date;
- g. Vehicle mileage at time of repair;
- h. Whether the incident occurred to the passenger side or driver side of the vehicle;
- i. Report or claim date;
- j. Whether a crash is alleged;
- k. Whether a fire is alleged;
- l. Whether liquid intrusion is alleged;
- m. Whether property damage is alleged;
- n. Whether the vehicle was being driven or was parked at the time of the incident;
- o. Number of alleged injuries, if any;
- p. Repairing dealer's or facility's name, telephone number, city and state or ZIP code;
- q. Labor operation number;
- r. Problem code;
- s. Replacement part number(s) and description(s);
- t. Concern stated by customer;
- u. Indication of an impending failure, if any;
- v. Whether Mitsubishi re-purchased the vehicle; and,
- w. Comment, if any, by dealer/technician relating to claim and/or repair.

Provide this information in Microsoft Access 2000, or a compatible format, entitled **"NEW WARRANTY DATA."**

5. Describe in detail the search criteria used by Mitsubishi to identify the claims identified in response to Request No. 4, including the labor operations, problem codes, part numbers and any other pertinent parameters used. Provide a list of all labor operations, labor operation descriptions, problem codes, and problem code descriptions applicable to the alleged defect in the subject vehicles. State, by make and model year, the terms of the new vehicle warranty coverage offered by Mitsubishi on the subject vehicles (i.e., the number of months and mileage for which coverage is provided and the vehicle systems that are covered). Describe any extended warranty coverage option(s) that Mitsubishi offered for the subject vehicles and state by option, model, and model year, the number of vehicles that are covered under each such extended warranty.
6. Produce copies of all service, warranty, and other documents that relate to, or may relate to, the alleged defect in the subject vehicles, Mitsubishi has issued to any dealers, regional or zone offices, field offices, fleet purchasers, or other entities, that were not provided in Mitsubishi's November 6, 2008, submissions. This includes, but is not limited to, bulletins, advisories, informational documents, training documents, or other documents or communications, with the exception of standard shop manuals. Also include the latest draft copy of any communication that Mitsubishi is planning to issue within the next 120 days.

7. State the number of each of the following that Mitsubishi has sold that may be used in the subject vehicles that were not provided in Mitsubishi's November 6, 2008, submission. State each of the following by component name, part number (both service and engineering/production), model and model year of the vehicle in which it is used and month/year of sale:
- a. Front passenger door panel;
 - b. Front passenger power window switch;
 - c. Front passenger power door lock;
 - d. Front driver side door panel;
 - e. Front driver side power window switch;
 - f. Front driver side power door lock;
 - g. Wiring, devices, connectors, controls and associated fuses for each of the window switches and door locks described above; and,
 - h. Any kits that have been released, or developed, by Mitsubishi for use in service repairs to the subject component/assembly.

For each component part number, provide the supplier's name, address, and appropriate point of contact (name, title, and telephone number).

8. State the number of similar or substantially similar vehicles Mitsubishi has sold that use the subject component that were not provided in Mitsubishi's November 6, 2008, submission. For each similar or substantially similar vehicle for which Mitsubishi has received a complaint, field report, etc. that relates or may relate to the alleged defect, identify:
- a. The category of the item (i.e. consumer complaint, field report, etc.);
 - b. Vehicle's VIN;
 - c. Vehicle's date of manufacture;
 - d. Vehicle's make, model and model year;
 - e. Mileage at time of incident;
 - f. Date of incident;
 - g. Whether the incident occurred to the passenger side or driver side of the vehicle;
 - h. Report or claim date;
 - i. Whether a crash is alleged;
 - j. Whether a fire is alleged;
 - k. Whether liquid intrusion is alleged;
 - l. Whether property damage is alleged;
 - m. Whether the vehicle was being driven or was parked at the time of the incident;
 - n. Number of alleged injuries, if any;
 - o. Type and/or location of the injury (i.e. cuts/abrasions to the arms, legs, etc.), if any;
 - p. Number of alleged fatalities, if any;
 - q. The State in the United States where the vehicle was originally sold or leased (or delivered for sale or lease); and,
 - r. Total production volume of the similar or substantially similar vehicle.

Provide the table in Microsoft Access 2000, or a compatible format, entitled "NEW PEER VEHICLES."

This letter is being sent to Mitsubishi pursuant to 49 U.S.C. § 30166, which authorizes NHTSA to conduct any investigation that may be necessary to enforce Chapter 301 of Title 49 and to request reports and the production of things. It constitutes a new request for information. Mitsubishi's failure to respond promptly and fully to this letter could subject Mitsubishi to civil penalties pursuant to 49 U.S.C. § 30165 or lead to an action for injunctive relief pursuant to 49 U.S.C. § 30163. (Other remedies and sanctions are available as well.) Section 5(a) of the TREAD Act, codified at 49 U.S.C. § 30165(b), provides for civil penalties of up to \$6,000 per day, with a maximum of \$16,375,000 for a related series of violations, for failing or refusing to perform an act required under 49 U.S.C. § 30166. See 49 CFR 578.6 (as amended by 71 Fed. Reg. 28279 (May 16, 2006)). This includes failing to respond to ODI information requests.

If Mitsubishi cannot respond to any specific request or subpart(s) thereof, please state the reason why it is unable to do so. If on the basis of attorney-client, attorney work product, or other privilege, Mitsubishi does not submit one or more requested documents or items of information in response to this information request, Mitsubishi must provide a privilege log identifying each document or item withheld, and stating the date, subject or title, the name and position of the person(s) from, and the person(s) to whom it was sent, and the name and position of any other recipient (to include all carbon copies or blind carbon copies), the nature of that information or material, and the basis for the claim of privilege and why that privilege applies.

Mitsubishi's response to this letter, in duplicate, together with a copy of any confidentiality request, must be submitted to this office by **May 7, 2009**. **All business confidential information must be submitted directly to the Office of Chief Counsel as described in the following paragraph and should not be sent to this office.** In addition, do not submit any business confidential information in the body of the letter submitted to this office. Please refer to EA08-006 in Mitsubishi's response to this letter and in any confidentiality request submitted to the Office of Chief Counsel. If Mitsubishi finds that it is unable to provide all of the information requested within the time allotted, Mitsubishi must request an extension from me at (202) 366-5218 no later than five business days before the response due date. If Mitsubishi is unable to provide all of the information requested by the original deadline, it must submit a partial response by the original deadline with whatever information Mitsubishi then has available, even if an extension has been granted.

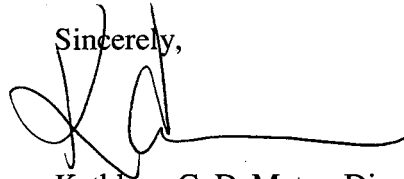
If Mitsubishi claims that any of the information or documents provided in response to this information request constitute confidential commercial material within the meaning of 5 U.S.C. § 552(b)(4), or are protected from disclosure pursuant to 18 U.S.C. § 1905, Mitsubishi must submit supporting information together with the materials that are the subject of the confidentiality request, in accordance with 49 CFR Part 512, as amended (69 Fed. Reg. 21409 et seq; April 21, 2004), to the Office of Chief Counsel (NCC-111), National Highway Traffic Safety Administration, Room W41-227, 1200 New Jersey Avenue, S.E., Washington, D.C. 20590. Mitsubishi is required to **submit two copies of the documents containing allegedly confidential information (except only one copy of blueprints) and one copy of the documents from which information claimed to be confidential has been deleted.** Please

remember that the word "CONFIDENTIAL" must appear at the top of each page containing information claimed to be confidential, and the information must be clearly identified in accordance with 5 U.S.C. § 512.6. If you submit a request for confidentiality for all or part of your response to this IR, that is in an electronic format (e.g., CD-ROM), your request and associated submission must conform to the new requirements in NHTSA's Confidential Business Information Rule regarding submissions in electronic formats (49 CFR 512.6(c)). See 72 Fed. Reg. 59434 (October 19, 2007).

Please send email notification to Cynthia Glass (cynthia.glass@nhtsa.gov) and to ODI_IRresponse@dot.gov when Mitsubishi sends its response to this office and indicate whether there is confidential information as part of Mitsubishi response.

If you have any technical questions concerning this matter, please call Cynthia Glass of my staff, at (202) 366-2920.

Sincerely,

A handwritten signature in black ink, appearing to read 'Kathleen C. DeMeter', with a long horizontal flourish extending to the right.

Kathleen C. DeMeter, Director
Office of Defects Investigation